

Customer Service Report for ALW



for Saturday, July 1, 2006 to Monday, July 31, 2006

	Created				Assigned/Pending/ Checked Out			Closed			Average Minutes to Close
	DCS	ALW	Web	Other	DCS	ALW	Other	DCS	ALW	Other	
Accounts											
Deactivate/Close	0	0	0	2	0	0	0	2	0	0	2
Password Reset	0	0	0	1	0	0	0	1	0	0	2
Register/Open	0	0	0	2	0	0	0	2	0	0	10
eRA-COMMONS											
Accts-Password	1	0	0	0	0	0	0	1	0	0	5
Unix Support											
Unix Support	1	0	0	0	0	0	0	0	1	0	10
Grand Total:	2	0	0	5	0	0	0	6	1	0	6

Total Tickets Closed:	7
Total Tickets Assigned/Pending/Checked Out:	0
Total Tickets Created:	7